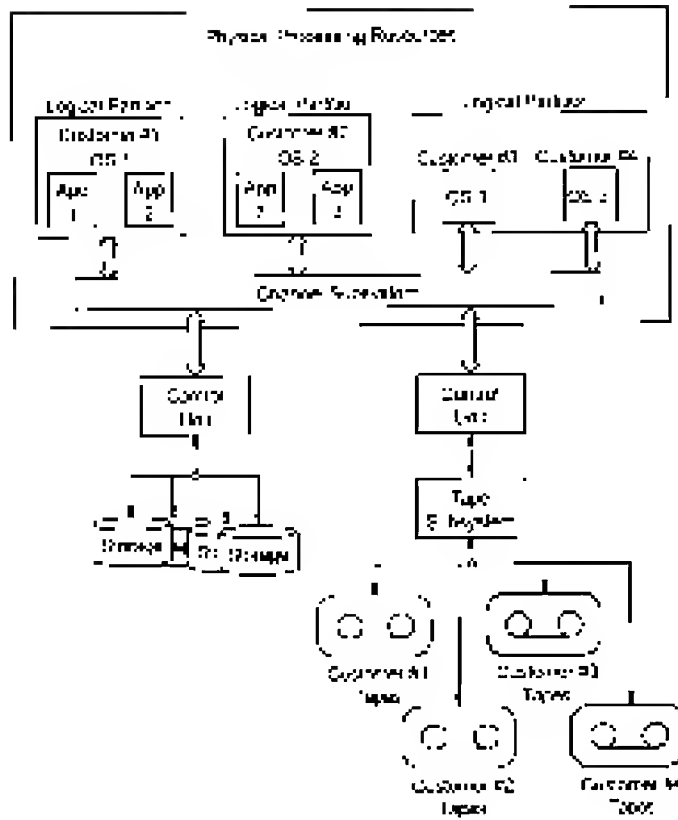


FIG. 1

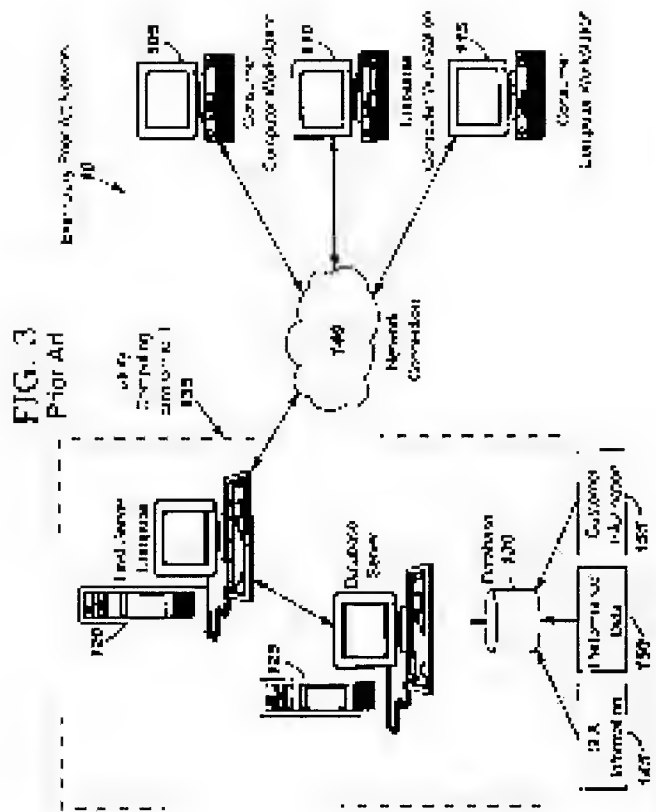


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FIG. 2

Customer	Service Type	Cost	Dispatch Agent
A	24x7 "Premium"	\$1000/hr	24x7 "Premium" Down
			Time plus Software
			Hardware
B	24x7 "Standard"	\$500/hr	24x7 "Standard" Down
			Time plus Software
			Hardware
C	24x7 "Standard"	\$500/hr	Software Platform

3:5



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FIG. 4

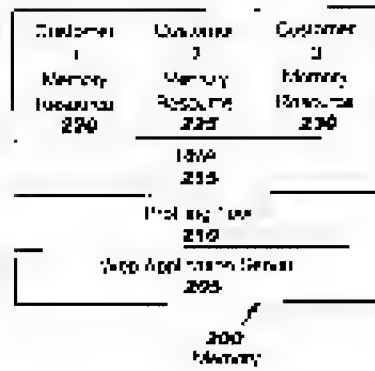


FIG. 5

FIG. 5  
FIG. 5

